

INTERPRETING SERVICES

Harbor-UCLA Medical Center has trained Medical Interpreters, bilingual staff, and contracted services to ensure that every patient with Limited English Proficiency (LEP); uses American Sign Language (ASL), or has a Speech and Hearing impairment have access to our interpreting services.

Patients or visitors with Limited English Proficiency, auditory and speech limitations have the right to interpreting services.

These services are provided free of charge 24/7 at registration, assessments, procedures, care plan, and at any treatment encounter.

Existing interpreting services are provided by our trained Healthcare Interpreters and bilingual staff in person, by phone, and/or from a distant location via Videoconference Medical Interpreting (VMI).

The VMI service is available throughout the hospital for LEP, American Sign Language (ASL), or patients with auditory and speech limitations.

It is not advisable that relatives, friends or a minor act as interpreters since this may compromise confidentiality, safety, and patient's treatment.

If you are a patient who is not fluent in English or prefers to communicate in your own language, Please tell the nurse, or the person that is helping you.

Do you need an Interpreter?

You can request for our interpreting services by informing registration, nurses and/or doctors,

Please follow these recommendations when using an Interpreter or any devices.

Speak directly to the provider, not to the interpreter.

– ASL patients: sign to the interpreter –

Speak directly to the provider, – “I am feeling this way” – **Instead of asking the interpreter to tell the provider** how you feel.

Pause frequently, after one or two phrases.

The interpreter may ask you to stop briefly to allow him/her to accurately interpret for you.

Remember everything you say will be interpreted. Please do not say anything you do not want to be interpreted.

Everything will be kept confidential.

The interpreter will speak in your own voice, repeating exactly what is said and how it is said.